R332

Dear National Fire Academy Student:

Welcome to the U.S. Fire Administration's National Fire Academy's *Effective Leadership Skills for Fire and EMS Organizations* course! Participants begin with a critical self-assessment of their individual managerial strengths and weaknesses, which results in a specific plan for their own professional and personal development. Techniques for creating effective organizational environments are defined. Human resource development subjects are researched.

Course modules include: Managerial Style; Stress Management; Conflict Resolution; Time Management; Counseling; Communications; Group Dynamics; and Cultural Diversity.

End-of-class graduation ceremonies are an important part of the course and you are expected to attend. Please do not make any travel arrangements to leave campus until after you and your classmates graduate.

Increasing numbers of students and instructors are bringing laptop computers to campus. You alone are responsible for the security and maintenance of your equipment. The Academy cannot provide you with computer software, hardware, or technical support to include disks, printers, scanners, etc. There is a limited number of 120 Volt AC outlets in the classrooms. A Student Computer Lab is located in Building D and is available for all students to use. It is open daily with technical support provided in the evenings. This lab uses Windows XP and Office 2007 as the software standard.

Should you need additional information related to course content or requirements, please feel free to contact Dr. Burton A. Clark, Management Science Curriculum Training Specialist, at (301) 447-1069 or email at burt.clark@fema.dhs.gov.

Sincerely,

Dr. Denis Onieal, Superintendent
National Fire Academy
U.S. Fire Administration